

Primary Care Network *Member Guide*

Your guide to
Covered Services • Providers • Dentists • Health Resources

Utah Department of Health
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Table of Contents

Section A	3
Introduction	4
What does PCN cover?	5
Your Rights	6
Primary Care Provider	6
Interpretive Services	7
Enrollment Review	7
Your PCN Card	7
After Hours, Urgent, and Emergency Care	8
Case Management	9
Dental Services	10
Diabetes Products	10
Family Planning	11
Immunizations	11
Out of Pocket Maximum	12
Pharmacy	12
Reporting	13
Screenings	13
Vision	13
 Section B	 14
Health Resources	15
Co-pay Schedule	20

Section A

Services Covered by PCN



Introduction

This booklet will serve as your guide to the services covered by the Primary Care Network. **Throughout this booklet, we will call the Primary Care Network by its initials, PCN.** It is important for you to know what services are covered and how to use your health plan.

The information in this booklet is subject to change without notice. This is a brief description of coverage and is not a policy, coverage or service agreement. An in-depth description of coverage is available in the PCN Provider Manual.

PCN is a health plan offered through the Utah Department of Health. It covers primary care services. That means that while on PCN you can see your primary care doctor, get up to 4 prescriptions a month, and get some screenings and dental services. PCN coverage may be different from health plans you have had in the past. We want to be sure that you know your benefits so you can use them, get the care you need, and not get stuck with a bill.

How to use this book

This booklet is divided into two sections to help you know where to get the information you need.

- Section A includes information about PCN and explains the services covered by PCN.
- Section B includes information about health resources and a copay schedule.

What does PCN cover?

PCN covers primary care services provided by primary care doctors. You will have co-pays for services.

PCN covers:

- Primary care provider visits
- Limited emergency room visits
- Emergency medical transportation
- Lab services
- X-rays (MRIs, CAT scans, and other services are not covered)
- Four prescriptions per month
- Dental exams, X-rays, cleanings, and fillings
- One eye exam per year - no glasses
- Family planning

Keep reading to learn more about your PCN benefits.

Provider Visit Copay
\$5

Find a provider at
www.health.utah.gov/pcn

Your Rights

You have the right to medical care no matter what your race, nationality, disability, sex, religion, or age.

If a decision about your enrollment in PCN is made that you do not agree with, you have the right to:

- Talk to your eligibility worker
- Talk to your eligibility worker's supervisor
- Request a fair hearing with a Hearing Examiner
- Bring legal representation to your fair hearing

Primary Care Provider

We recommend that you have a primary care provider. This is a doctor who you think of as your "main doctor", who you usually go to when you are sick, need medical advice, and for regular check-ups. **Throughout this handbook, we will refer to your primary care provider as your provider.**

Provider Types

Only the following types of primary care providers are covered by PCN:

- Family Practice
- General Practice
- Internal Medicine
- Obstetrics and Gynecology
- Pediatrics
- Nurse Practitioner

Finding a Provider

If you already have a provider, ask if he or she accepts PCN. If you don't have a provider, you may choose one from the PCN Provider List. This list is available on the PCN website at www.health.utah.gov/pcn. Or, call the Health Resource Line at 1-888-222-2542 and ask for names of providers in your county.

Interpretive Services

Medical translation is available for the deaf and for those who speak languages other than English. Your provider must arrange for this and must use a translator who has a contract with Medicaid.

Enrollment Review

Each year, you will need to complete a renewal and pay an enrollment fee of up to \$50. A renewal form will be mailed to you. If you are still eligible, you may continue to be covered by PCN.

Enrollment Fee
\$50

Your PCN Card

It is important to know how to use your PCN card so you won't have problems getting your bills paid.

- Check your PCN card when you get it to make sure the information is right
- Show your card before getting medical care
- Keep your old cards for at least one year
- If you don't receive your card or have lost it, call your eligibility worker

**ER Copay
\$30**

After Hours, Urgent, and Emergency Care

PCN will not pay for you to go to an urgent care clinic. If you have a health problem that can't wait until the next day, call your provider's office and try get an appointment right away. You can go to your provider after regular office hours, but PCN will not pay if your provider bills for urgent care.

Emergency Care

PCN pays for some, but not all, visits to the emergency room. Emergencies are serious medical problems that are life threatening. You should only go to the emergency room when your primary care doctor is unavailable and/or it is an emergency. Some examples of emergencies include heavy bleeding, chest pain, bad burns, poisoning, and broken bones.

When you go to the emergency room, the hospital makes a final diagnosis is and uses that diagnosis to bill PCN. For PCN to pay for an emergency room visit, your final diagnosis must show that it was a true emergency. Even if your symptoms appear to be an emergency, and your provider has referred you to the emergency room, your final diagnosis must show it was an emergency for the visit to be paid by PCN. **If the final diagnosis does not show an emergency, you will be responsible for the bill.**

PCN covers an ambulance ride and consultation by the emergency room doctor. If you need tests, to see a specialist, or any other services, these may not be covered (see Case Management on page 8 for information about specialty and inpatient hospital care).

Case Management

PCN is a primary care plan. We don't pay for you to stay in the hospital as an inpatient or for specialty care like seeing an orthopedist, cardiologist, or ear nose and throat doctor.

But PCN does have case managers who may be able to help you connect with these services. We are pleased to offer this great resource! We care about our clients and so we do our best to get them the care they need. But, because care is provided through the generosity of hospitals and providers, we can't promise that the service you need will always be available.

Inpatient Hospital

If you need surgery or to stay in the hospital for more than 24 hours, contact PCN's Inpatient Hospital Case Manager. Utah's hospitals have generously agreed to provide this care and it is managed through PCN.

For clients who need inpatient hospital care, PCN's Inpatient Case Manager can be reached at (801) 538-6567.

Specialty Care

Specialty care like cardiology, neurology, and urology are not covered by PCN. If a client needs to see a specialist, our case managers will try to arrange this care. Referrals cannot be accepted for urgent care.

Primary care providers may request specialty care by sending a fax to (801) 468-0353. Please include the following:

- Diagnosis
- Specialty care being requested
- A referral if an outpatient procedure is needed
- Or, call (801) 468-0354 ext. 217 or 1-866-740-9311 (toll-free)

**Inpatient
Case Manager**
(801) 538-6567

**Specialty Care
Case Manager**

1-866-740-9311 (toll-free)
(801) 468-0354 ext. 217
(801) 468-0353 (fax)

Dental Co-pay
10% of cost

Dental Services

PCN covers dental services including:

- Check-ups every six months including cleaning and x-ray
- Fillings – resin (tooth-colored) for front teeth and silver amalgam for back teeth
- Tooth extraction (pulling)
- Emergency examination for problems like toothache

Finding a Dentist

If you already have a dentist, ask if he or she accepts PCN. If you don't have a dentist, you may choose one from the PCN Provider List. This list is available on the PCN website at www.health.utah.gov/pcn. Or, call the Health Resource Line toll free at 1-888-222-2542 and ask for names of dentists in your county.

Diabetes Products

If you have diabetes, PCN covers some supplies that will help you manage it:

- Insulin (only 10 cc. vials)
- Lancets
- Test Strips
- Syringes

Diabetes Product Co-pay
Same as Pharmacy co-pay, see page 11

Except for insulin, these products are available over the counter. Over-the-counter diabetes supplies do not count as one of your four prescriptions per month paid for by PCN. You will need to get these items at a pharmacy with a prescription from your doctor.

Please call the Medicaid Information Line at 1-800-662-9651 if you would like to know if specific brands are covered.

Family Planning

PCN covers some family planning services. Below are birth control methods covered by PCN:

- Depo Provera
- IUD
- Diaphragm
- Birth Control Pills (only generic brands)

Please call the Medicaid Information Line at 1-800-662-9651 if you would like to know if specific brands are covered. PCN does not cover vasectomies or other out-patient surgeries.

Immunizations

PCN covers immunizations for adults. For information about immunizations, or a schedule of when you should be getting immunizations, see the resources in section B of this handbook. Talk to your provider to see if you need any of these immunizations covered by PCN:

- Chicken Pox (Varicella)
- Flu (Influenza)
- Hepatitis A
- Hepatitis B
- Hepatitis A & B combined
- Lyme disease
- MMR
- Pneumonia
- Tetanus
- Tetanus & diptheria
- Rabies

Family Planning Co-pay

Provider visit co-pay
and/or pharmacy co-pay

Immunization Co-pay

Same as co-pay for
Physician visit

Out-of-Pocket Maximum

Each person enrolled in PCN will not be required to pay more than \$1,000 in co-pays each year, starting in January and ending in December.

You are responsible for medical expenses that are not covered by PCN. These expenses do not count toward your out-of-pocket maximum.

Pharmacy

Pharmacy Co-pay

Generic Drugs
\$5

Over the Counter
\$5

Drugs on Preferred
List
\$5

Drugs not on
Preferred List
25% of cost

PCN will cover up to four prescriptions per month. Over-the-counter diabetes supplies like test strips do not count as one of the four prescriptions.

The following co-pays apply to prescription drugs:

- For generic drugs, drugs on the Preferred List, or over-the-counter, your co-pay is \$5
- For **name brand drugs that are not on the "Preferred List"** where a generic drug is not available, your co-pay will be 25% of the total
- If a generic drug is available, and the name brand drug is not on the **"Preferred List"**, PCN will not pay for the drug

**Only four
prescriptions per
month will be
covered**

Please call the Medicaid Information Line at 1-800-662-9651 if you would like to know if specific brands are covered or are on the Preferred List.

Reporting

You are required to call your eligibility worker if:

- You get health insurance through another source
- You move to a new address or get a new phone number
- You become a full-time student

Screenings

It is important to get regular screening tests to catch problems early. Some of the screenings that PCN covers include cholesterol tests, mammograms, and Pap smears. You can also have a skin cancer examination as part of an office visit with your provider. For more information about health screenings that you should be having regularly, call the Health Resource Line at 1-888-222-2542 or visit online at www.checkyourhealth.org. The screenings on this website may not all be covered by PCN. Please call the Medicaid Information Line at 1-800-662-9651 to find out if a specific screening is covered.

Vision

PCN will pay for one eye exam per year by an optometrist or ophthalmologist. PCN will not pay for glasses or other vision services.

You will need to make sure that the optometrist or ophthalmologist that you see accepts PCN.

Resource

www.checkyourhealth.org

Vision Co-pay

\$5

Section B

Health Resource List Copay Schedule



Health Resources

Emergency

911

Poison Control

1-800-222-1222 (toll free)

Crisis/Suicide Prevention Line

(801) 261-1442

General Information

Information and Referral

Dial **211** (Salt Lake, Tooele, Summit,
Davis, & Utah counties)

Other areas call **1-800-472-4716** (toll free)

www.informationandreferral.org

Health Resource Line

Utah Department of Health

1-888-222-2542 (toll free)

Utah Cares

www.utahcares.utah.gov

Assistance Programs

Food Stamps

Utah Department of Workforce Services

(801) 468-0000

WIC (Women, Infants, and Children)

1-877-WIC-KIDS (toll free)

Asthma

Utah Department of Health Asthma
Program

1-888-222-2542 (toll free)

Child Abuse/Neglect

24 hour hotline

1-800-678-9399 (toll free)

Child Abuse Hotline

(801) 538-4377

Child Abuse Prevention Center of Utah

(801) 532-3404

Family Support Center

(801) 255-6881

(801) 487-7778

Youth Services Center

269-7500

Child Care

Child Care Resource and Referral

1-800-839-7444 (toll free)

Office of Child Care

Utah Department of Workforce Services

1-800-622-7390

YWCA

(801) 537-8600

Child Support/Custody

Office of Recovery Services

(801) 536-8500

Diabetes

Diabetes Prevention and Control Program

1-888-222-2542 (toll free)

Western Diabetic Delivery Service
1-888-588-8030 (toll free)

Disability Information

Access Utah
1-800-333-UTAH (toll free)

Work Ability
1-877-2GO-WORK (1-877-246-9675)
www.workabilityutah.org

Domestic/Dating Violence

Domestic Violence Information Line
1-800-897-LINK (toll free)

South Valley Sanctuary
(801) 255-1095

Utah Domestic Violence Advisory
Council
(801) 521-5544

YWCA
(801) 537-8600

Emergency Shelter

Family Shelter
(801) 359-4142

Marillac House
(801) 977-9185

Rescue Haven
(801) 521-5925

Salt Lake Interfaith Hospitality Net-
work
(801) 961-8622

Employment

LDS Employment Services
(801) 240-7240

Utah Department of Workforce Services
(801) 468-0000

Financial Counseling

Community Action Program
(801) 359-2444

Consumer Credit Counseling
(801) 487-5028

Extension Services (USU)
(801) 468-3170

Social Security Administration
1-800-772-1213 (toll free)

Workforce Services
(801) 468-0000

Heart Disease

Heart Disease and Stroke Prevention
Program
(801) 538-6142

Housing

Community Development Corporation
(801) 994-7222

Housing Outreach Rental Program
(801) 359-2444

Utah Housing Finance Agency
(801) 521-6950

Utah Non-Profit Housing Corporation
(801) 364-6117

Immunization Information

Immunization Program
1-800-275-0659 (toll free)
www.immunize-utah.org

Health Insurance

CHIP (Utah's Children's Health Insurance Program)
1-877-KIDS-NOW (toll free)
www.health.utah.gov/chip

Covered At Work
1-888-222-2542 (toll free)
www.health.utah.gov/caw
Bureau of Eligibility Service Line
1-800-310-6949 (toll free)

Medicaid Information Line
1-800-662-9651 (toll free)

HIV/AIDS Information and Referral

HIV Hotline
1-800-537-1047 (toll free)

Utah AIDS Foundation
1-800-366-2437 (toll free)

Legal Assistance

Disability Law Center
(801) 363-1347

Lawyer Referral
(801) 531-9075

Legal Aid Society (domestic law)
(801) 328-8849

Multi-Cultural Legal Center
(801) 486-1183

Tuesday Night Bar (free consultation)
(801) 531-9077

Utah Dispute Resolution (Mediation)
(801) 532-4841

Utah Legal Services
(801) 328-8891

Local Health Departments

Bear River Health Dept
655 E 1300 N
Logan, UT 84341
(435) 752-3730

Central Utah Public Health Dept
70 Westview Dr.
Richfield UT, 84701
(435) 896-5452

Davis County Health Dept
Courthouse Annex
50 E State St
PO Box 618
Farmington, UT 84025
(801) 451-3340

Salt Lake Valley Health Dept
2001 S State Street
Salt Lake City, UT 84191
(801) 468-2700

Southeastern Utah District Health Dept
28 S 1st E
PO Box 800
Price, UT 84501
(435) 637-3671

Southwest Utah Public Health Dept
168 N 100 E
St. George, UT 84770
(435) 673-3528

Summit County Public Health Dept
85 N 50 E/PO Box 128
Coalville, UT 84017
(435) 336-3222

Tooele County Health Dept
151 N Main St
Tooele, UT 84074
(435) 843-2300

Tricounty Health Dept
147 E Main St
Vernal, UT 84078
(435) 781-5475
Utah County Health Dept
589 S State Street
Provo, UT 84606
(801) 370-8700

Wasatch City/County Health Dept
555 S 500 E
Heber City, UT 84032
(435) 654-2700

Weber-Morgan Health Dept
2233 Grant Ave
Ogden, UT 84401
(801) 778-6100

Mental Health

Bear River Mental Health
(435) 752-0750
Box Elder, Cache, and Rich Counties

Central Utah Mental Health
1-800-523-7412 (toll free)
Piute, Sevier, Juab, Wayne, Millard, and
Sanpete Counties

Crisis/Suicide Prevention Line
(801) 261-1442

Davis Mental Health
(801) 451-7799

Mental Health Association in Utah
(801) 596-3705

National Association of Mental Illness
(801) 323-9900

Northeastern Counseling Center
(435) 789-6300
Duchesne, Uintah, and Daggett Counties

San Juan Mental Health
(435) 678-2992

Southwest Mental Health
(435) 634-5600
Beaver, Garfield, Iron, Kane, and
Washington Counties

Utah Dept of Human Services
(801) 266-0971

Valley Mental Health
(801) 483-5444
24 hour crisis line

Pregnancy Information

Baby Your Baby Hotline
1-800-826-9662 (toll free)

Pregnancy Risk Line
1-800-822-2229 (toll free)

Pregnancy Counseling

Catholic Community Services
(801) 977-9119

Children's Service Society
(801) 355-7444
1-800-839-7444 (toll free)

LDS Family Services
1-800-537-2229 (toll free)

Prescription Drug Assistance

RxConnect Utah
1-866-221-0265

Rape/Sexual Assault

Hotline 1-888-421-1100 (toll free)

Rape Recovery Center
(801) 467-7273

Sexually Transmitted Infections

National CDC Hotline
1-800-227-8922 (toll free)

Planned Parenthood
1-800-230-7526 (toll free)

Smoking Cessation/Quit Programs

American Cancer Society
1-800-227-2345 (toll free)

American Lung Association
1-800-LUNG-USA (toll free)

The Truth About Tobacco
1-888-567-Truth (toll free)

Project Reality
(801) 364-8080

Support Groups

Asian Association
(801) 467-6060

Centro de la Familia de Utah
(801) 521-4473

Bringing Hope to Single Moms
(801) 977-7764

Indian Walk-In Center
(801) 486-4877

International Rescue Committee
(801) 328-1091

NAACP (National Association for the Advancement of Colored People)
(801) 250-5088

Pacific Resource Center
(801) 957-1843

Teen Parenting

Teen Mother and Child Program
(801) 581-3729

YWCA
(801) 537-8600

Co-pay Schedule

Primary Care Network (PCN) Co-pay Schedule

Benefit	Co-Pay Amount * The maximum co-pays you will be required to pay are \$1,000.00 per person/per calendar year
Physician Visit (Pregnancy related services not covered)	\$5 co-pay per visit
Hospital Emergency Room (Not all emergencies are covered by PCN, see your PCN Member Handbook for more information.)	\$30 co-pay per visit for emergencies
Emergency Transportation	No co-pay – limited to emergency transportation
Medical Equipment and Supplies	10% co-pay for covered services
Pre-existing Condition Waiting Period	No Waiting Period
Pharmacy (Four prescriptions per month)	\$5 co-pay for prescriptions on preferred list; 25% of the allowed amount for drugs not on preferred list
Laboratory	5% co-pay of the allowed amount if over \$50
X-rays	5% co-pay of the allowed amount if over \$100
Dental Services Including: examinations, x-rays, cleanings and fillings	10% co-pay of allowed amount
Vision Screening (One eye exam per year, prescription eyeglasses and contacts not included)	\$5 co-pay; one eye exam per year
General preventive services and health education	

Note: Services not included are outpatient hospital services, pregnancy related services, mental health services, occupational therapy, physical therapy and chiropractic services.

This is only a summary of PCN benefits and co-payments; plan restrictions may apply.

